

ATTUNED CARE

PARTICIPANT HANDBOOK



EASY READ

THE ADVENTURE IS YOURS,

we're just along for the ride!



Legal name: The Trustee for Attuned Care Unit Trust

Business name: Attuned Care

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Welcome

Welcome to Attuned Care!

At Attuned Care, we help people with disabilities live the life they choose. Everyone should feel free to make their own choices, and we are here to support you!

This Handbook explains how we help, how you can share your thoughts, and how we keep everyone safe. We follow special rules from the NDIS to make sure everything is fair and safe. The NDIS Quality and Safeguards Commission makes sure people with disabilities:

- Are treated with kindness and respect.
- Can make choices about their own support.
- Stay safe from harm.
- Get help if something is wrong.

We are so happy to be part of your journey! As we like to say, the adventure is yours – we're just here to help! 😊

Our team

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Your Rights & Responsibilities

Everyone Deserves Respect

At Attuned Care, we believe that every person is special and should be treated with kindness and respect. We help people in a way that fits their needs and makes them feel important. People with disabilities have the same rights as everyone else. This means they should be treated fairly, have freedom, make their own choices, and feel safe. No one should ever be hurt, treated unfairly, or left out.

We follow important rules and laws that protect people with disabilities and make sure they are treated with care and respect.

Your Responsibilities at Attuned Care

When you get support from Attuned Care, there are some important things you need to do:

- Be kind and respectful to others.
- Respect other people's privacy.
- If you agree, you can give written permission for us to collect important information like your support plan or health plans (e.g., asthma or allergy plans).
- Tell us if any of your personal details change.
- Let us know how you want your support to be given so we can help you in the best way.
- Come to your sessions ready (not sick or affected by alcohol or drugs) and tell staff if there are any safety risks.
- Give us at least 24 hours' notice if you can't come to a session.
- Tell us if your NDIS Plan changes or if you stop being part of the NDIS.

Following these steps helps us support you better! 😊



Transition to/from another provider

Changing support providers can feel like a big step, but Attuned Care is here to help make it easy! We follow special NDIS rules to make sure your move to or from our service is well-planned and smooth.

To help with this, we may need to work with you, your family, or other people involved in your care to complete or update important documents like:

- Referral Form – Information about you and your support needs.
- Support Plan – A plan that explains how we help you.
- Risk Assessment – To make sure you stay safe.
- Service Agreement – A document that explains our support services.
- Consent Form – So we can collect and share necessary information.
- Talent Release Form – If we ever take photos or videos with your permission.
- Quotes for Support Items – If there are extra costs involved in your support.

You always have the right to choose your service provider, and we will work with other providers if needed to make your transition smooth.

We will only share your personal information with another provider if you or your family give us clear permission.



Conflict of Interest

At Attuned Care, we believe in treating everyone fairly and equally. We follow special NDIS rules to make sure no one is treated better or worse than someone else.

A conflict of interest happens when someone makes a decision that helps themselves instead of being fair to everyone. This can affect how people act, make choices, or decide things in a group.

To make sure this never happens, Attuned Care:

- Treats all participants equally – no one gets special treatment.
- Lets you choose your own support provider – we won't try to make you pick Attuned Care.
- Helps you understand all your options, even if it means choosing a different provider.
- Makes sure our staff follow the rules and don't accept gifts, money, or anything that could change their decisions.

Our managers and workers:

- Must always act honestly and in the best interest of the people we support.
- Must tell the organisation if they have another job or interest that might affect their choices.
- Can only accept small gifts (like a meal or drink) if it's not too often and not too much.

We will always be open and honest about any situation that could be unfair and make sure it doesn't affect the support you receive.

Attuned Care is here to help you make the best choices for your support! 😊

Service Agreement

When you choose Attuned Care, we will create a Service Agreement for you. This is an important document that explains:

- What services we will provide for you.
- How you can cancel a session or stop using our services if needed.
- The rights and responsibilities of both you and Attuned Care.
- The cost of services and how payments will work.
- Information about NDIS funding, like support categories and item numbers.

Both you and a Attuned Care representative will sign this agreement. Once it is complete, you will receive a copy with both signatures. If we can't give you a copy for some reason, we will keep a record of why.

This agreement helps keep everything clear and fair so you know exactly what to expect!



Assessment & Support Plan

At Attuned Care, we will work with you, your family, and any healthcare professionals to create a Support Plan that is just for you! This plan will match your NDIS goals and include important details like:

- Your personal information (name, address, contact details).
- Your culture, family, and support network, including doctors or therapists who help you.
- What kind of support you need and your personal goals.
- How you communicate best with others.
- What services you will receive and who will support you.
- Safety plans to make sure you are well cared for.
- Any special needs for mealtimes, emergencies, or disaster planning.

We will review your plan every year or sooner if your needs or goals change. This way, we can always make sure you're getting the best support for you! 😊



Recording & Reporting

At Attuned Care, we use two systems to keep your information safe and organised:

1. Connecteam (for storing your support details)
2. Snapforms (for gathering information)

Every six months, we use this information to create reports. These reports show how we are supporting you and help us improve our services. They can also be helpful when it's time to review your NDIS Plan.

3. Xero (for invoices)

All of your information is kept private and safe according to our Privacy and Information Management Policies. Before we collect any personal information, we will ask for your permission using a Participant Consent Form when you start services with us.

Your privacy and safety are very important to us! 😊



Incident Management

Keeping You Safe: Incident Management

At Attuned Care, your safety is our top priority. If something goes wrong, we make sure to record, investigate, and fix the issue to keep our services safe and effective.

We encourage our team to report any incidents they see, so we can learn from them and make things better. Our Incident Management Policy follows special NDIS rules to ensure that all incidents are properly handled.

What is a Reportable Incident?

Some incidents must be reported to both Attuned Care and the NDIS Quality and Safeguards Commission. These include:

- If a person with a disability passes away.
- If a person with a disability is seriously injured.
- Any kind of abuse or neglect.
- Any illegal physical or sexual contact.
- Any kind of sexual misconduct, including grooming.
- The use of a restrictive practice (like limiting someone's movement) that is not properly approved.

What Happens if an Incident Occurs?

- We record and investigate every incident.
- You will be informed if you are directly involved.
- We will take all necessary steps to make sure the same issue doesn't happen again.

Your safety and well-being always come first. If you want to read our full Incident Management Policy, just ask—we're happy to share it with you! 😊

Mealtime & Medication Management

If you need help taking your medicine or have special eating or swallowing needs, our team is here to support you!

We will make sure you have the right help and equipment to eat, drink, and take your medicine safely.

Our staff will also work with doctors and health professionals to follow any special instructions about your food or medicine.

Your Support Plan and Mealtime Plan are checked every year (or sooner if needed) to make sure they are still right for you. If anything changes, we will update the plan to give you the best support possible.

We are here to help keep you safe and comfortable! 😊

Feedback & Complaints Management

We Want to Hear from You!

At Attuned Care, your thoughts and opinions matter to us! Whether you have something positive to share or an idea on how we can do better, we welcome your feedback.

If you ever have questions about how we support you, why we make certain decisions, or if you want to talk about a team member, we encourage you to speak up. We take every message seriously and will always try to fix any issues that come up.


Will My Feedback Affect My Support?

No! You will not be treated unfairly for sharing feedback. Your support will stay the same, and we will keep your feedback private. We only share information if:

- Someone is in serious danger.
- A crime has been committed.


How Can You Give Feedback?

You (or a family member, friend, or advocate) can share feedback by:

 Filling out the Feedback and Complaints Form (found in your Welcome Pack or requested by phone/email).

 Emailing us at contact@attunedcare.com.au.

 Using the online form at <https://www.attunedcare.com.au/feedback>

 You can also stay anonymous by leaving out your name on the form.

Advocacy

An advocate is someone who speaks up for you and helps make sure your rights are protected. Advocates help people with disabilities by supporting, protecting, and standing up for them when needed.

How Can an Advocate Help You?

An independent advocate will:

- ✓ Be on your side and put your needs first.
- ✓ Help with important decisions about your support.
- ✓ Make sure you are treated fairly and with respect.
- ✓ Support you if something goes wrong, like discrimination, abuse, or neglect.
- ✓ Help you give feedback or make a complaint.
- ✓ Help with communication between you and Attuned Care.

When Might You Need an Advocate?

- During your NDIS assessment, planning, or review.
- If you experience violence, abuse, neglect, or discrimination.
- If you want to give feedback or make a complaint.
- If you need help talking to Attuned Care about your support.



Advocacy

Where Can You Find an Advocate?


Here are some places that can help:

 National Disability Advocacy Program (NDAP)


 Email: disabilityadvocacy@dss.gov.au

 Office of the Public Advocate - Disability Advocate


 Address: 211 Victoria Square, Adelaide, SA 5000

 Phone: 08 8342 8200

 Email: disability.advocate@sa.gov.au


 Disability Advocacy and Complaints Service of South Australia (DACSSA)

 Address: Level 7/70 Pirie Street, Adelaide, SA 5000

 Phone: 08 7122 6030

 Email: admin@dacssa.org.au

 Disability Gateway - South Australia - Advocacy

 Phone: 1800 643 787

If you ever need extra support, reaching out to an advocate can help make sure your voice is heard!

Privacy, Confidentiality and Consent

Your Privacy Matters

At Attuned Care, we respect your privacy, dignity, and confidentiality. We only collect personal information with your permission to make sure you receive the best possible support.

How We Collect & Use Your Information

Before collecting any information, we will ask for your consent by having you (or your representative) sign a Participant Consent Form. We only collect information that is necessary for your care, and we use it to:

- ✓ Understand your needs, goals, and preferences (including culture, values, and beliefs).
- ✓ Plan and improve your support services.
- ✓ Handle financial and administrative processes.
- ✓ Share information with the NDIS or government agencies (only if required).
- ✓ Provide important details to health professionals (if needed for your care).
- ✓ Communicate with your nominee or advocate, if you have one.

Your Right to Privacy

You have the right to access the personal information we keep about you. If you want to see or update your records, just ask!

For more details, you can check our Privacy and Dignity Policy, which explains how to request or correct your information.

At Attuned Care, your privacy and personal rights are always protected! 😊

